

## **Approved SETB Training Courses**

- ***SETB Enhanced 9-1-1 Equipment Training*** – Conducted only at an approved SETB Training facility.
- ***SETB Administrative Equipment Courses*** - Conducted only at an approved SETB Training facility.
- ***Public Safety Communications Academy (PSCA) (five weeks) Scheduled by SETB***
  - 40 Hour Public Safety Telecommunicator 6<sup>th</sup> Addition
  - 16 Hour Fire Dispatch
  - 16 Hour Police Dispatch
  - 8 Hour CPR
  - 24 - 32 Hour Emergency Medical Dispatch
  - 8 Hour Suicide Prevention
  - 8 Hour Domestic Violence
  - 8 Hour Stress Management
  - 8 Hour Homeland Security for Telecommunicators
  - 8 Hour 9-1-1 Call Simulation
  - 16 Hour E9-1-1 Equipment Certification
  - 8 Hour NIMS/ICS
  - 8 Hour State Specialized Courses
- Various courses will be scheduled as modules by SETB but may also be scheduled and conducted by individual Primary PSAPs in-house, using allocated grant funds. These courses currently consist of:

### **APCO**

APCO 40 hour Public Safety Telecommunicator 6<sup>th</sup> Addition  
APCO Public Safety I Instructor  
APCO Communications Center Supervisor  
APCO Communications Training Officer  
APCO Training Officer Instructor  
APCO EMD Concepts  
APCO EMD Instructor  
APCO Emergency Medical Dispatcher  
APCO Fire Service Communications  
APCO Fire Service Communications Instructor  
APCO Telecommunicators Role in Homeland Security  
APCO On-Line Certification Courses  
APCO On-Line Recertification Courses

***apco@apcointl.org***

**888.272.6911**

**PowerPhone, Inc.**

PowerPhone Law Enforcement Dispatch  
PowerPhone Advanced Fire Services Dispatch  
PowerPhone Advanced Public Safety Dispatch  
PowerPhone Emergency Medical Dispatch  
PowerPhone Non Emergency Call Handling  
PowerPhone 9-1-1 Supervision  
PowerPhone Homeland Security for Telecommunicators  
PowerPhone Stress Identification and Management  
PowerPhone 9-1-1 Liability  
PowerPhone Hazardous Materials Preparedness  
PowerPhone Hostage Negotiations  
PowerPhone Suicide Intervention  
PowerPhone Domestic Violence Intervention  
PowerPhone Customer Service  
PowerPhone On-Line Certification Courses  
PowerPhone On-Line Recertification Courses

***www.powerphone.com***

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**Priority Dispatch Corporation**

Priority Dispatch Emergency Medical Dispatch  
Priority Dispatch Emergency Fire Dispatch  
Priority Dispatch Emergency Police Dispatch  
Priority Dispatch Emergency Telecommunicator Dispatch  
Priority Dispatch ED-Q Training  
Priority Dispatch Comm. Center Manager  
Priority Dispatch PROQA Training  
Priority Dispatch AQUA Training  
Priority Dispatch On-Line Certification Courses  
Priority Dispatch On-Line Recertification Courses

***www.prioritydispatch.net***

***800.363.9127***

**Note:** Additional vendors meeting the SETB RFR guidelines may be added periodically increasing the amount of courses available.